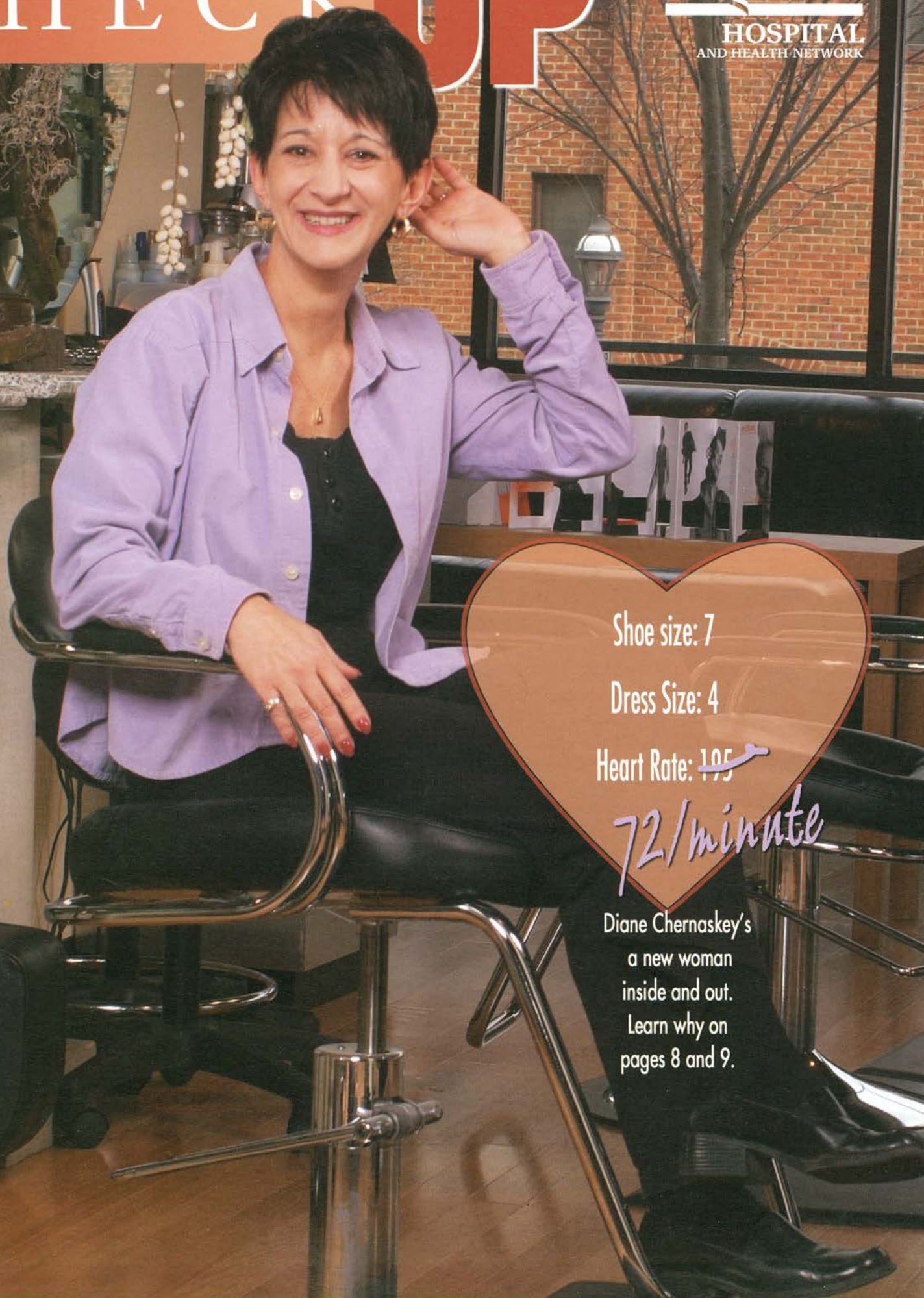


CHECK UP

APRIL 2005

LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK



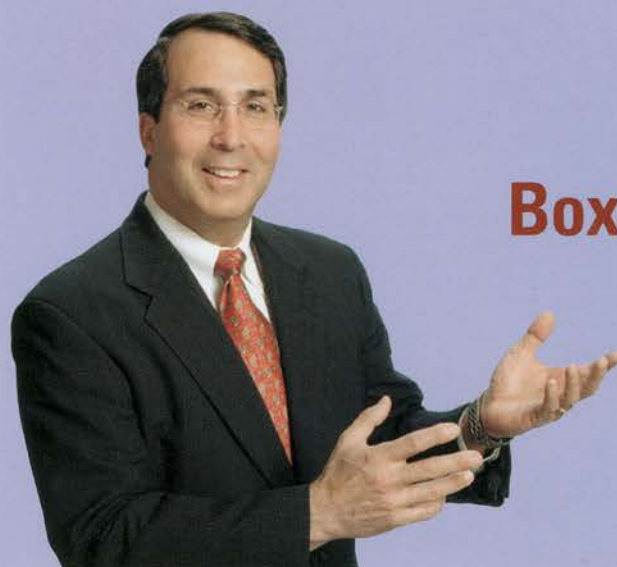
Shoe size: 7

Dress Size: 4

Heart Rate: ~~195~~

72/minute

Diane Chernaskey's
a new woman
inside and out.
Learn why on
pages 8 and 9.



We're a Box-Office Smash

As a result, more patients come to see us. We must rise to the challenge to meet their demand.

focus on PRIDE

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Empathy

Even after the glitz and glamour of Oscar night fades, Academy Award winners spend months basking in the spotlight. New fans flock to get their autographs and rush to rent the Best Picture.

Guess what—we, too, have enjoyed a walk down the red carpet. Consider that *U.S. News & World Report* recognizes six of our specialties, that our nurses are a Magnet for the best and brightest clinicians, that we're the best hospital to work for in the state, and that most recently, we've been named one of the nation's top 10 most highly integrated health care networks using technology to improve care.

Just like the Academy Awards, our awards and our fans (our satisfied patients!) bring more fans. We've seen proof in our last few months—we're experiencing record numbers of inpatient admissions, surgical procedures and outpatient cases. We continue to have the busiest trauma center in Pennsylvania and a bustling emergency department (ED).

We're very busy, and it's our challenge to accommodate all community members who seek our care. Because of our hard work, we've made significant advances through our Growing Organizational Capacity project. We've found space for new beds and improved processes to ease patients into beds sooner—and in the process we've gained national acclaim for innovatively attacking this problem. But our work hasn't ended—our Capacity Oversight Transition Team (COTT) seeks new ways to continue the momentum. (Read more about COTT in next month's *CheckUp*.)

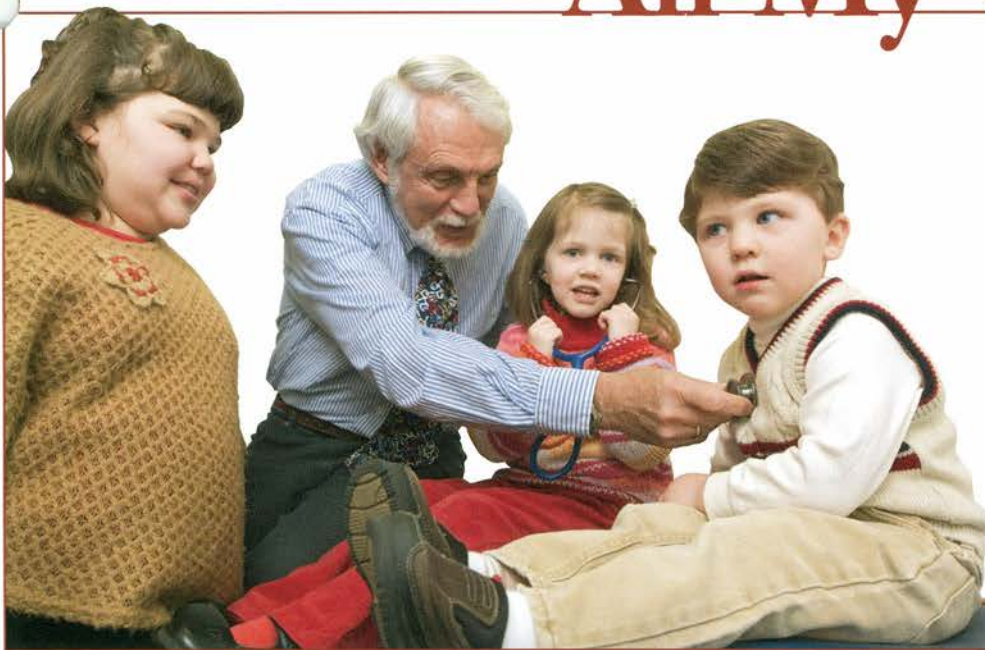
We also just opened our spectacular LVH-Muhlenberg, serving our patients with all private rooms and trained ambassadors who can answer all their questions. Across the river at LVH-Cedar Crest, we're beginning our \$180 million expansion, which will include a larger ED and many exciting improvements to help us stay ahead of our demand.

We're on the right track—but no matter how hard we work, demand will seem overwhelming at times. Take comfort—you work with the brightest, most dedicated team, ready to attack and solve any problem. Our Best Places to Work in PA standing and Magnet status help ensure that we're able to attract more highly skilled people who can help respond to our growth and treat our patients with the care they need and expect.

Just like the Best Actor yearns to win another Oscar, we want to continue to win our community's trust, one patient at a time. We can't display that on our shelf, but we see it and feel it every day when we are able to comfort a patient or save her life. Staying true to that focus makes each one of us a "Best Caregiver"—and that's more rewarding than an Oscar.

Lou Liebhaber, Chief Operating Officer

All My Children



With 11 children
of his own and 44 years
as a pediatrician,
Pasquale Fugazzotto, M.D.,
knows how
to doctor the young

All in the family—Pasquale Fugazzotto, M.D., with patient Madyson LeCause (center), 5, whose mother, Adrienne, is a medical assistant at ABC Family Pediatrics in Trexlertown. Joining Madyson are cousins Michael Geiger (right), 3, and Melissa Geiger (left), 9.

On a recent visit to the mother-baby unit to check on a newborn, pediatrician Pasquale Fugazzotto, M.D., was greeted by the mother who reminded him that she, too, was once his patient. The father, who had dozed off, looked up and said, “Did you say Dr. Fugazzotto? I was your patient, too.”

That’s not an unusual day for the man known affectionately as “Fuggy.” After 41 years as a pediatrician in the Lehigh Valley, he has cared for three generations of local families, including hundreds of LVHHN colleagues and their children. Inspired to be a pediatrician after an internship with the late Forrest Moyer, M.D., Fugazzotto later founded ABC Family Pediatrics.

“When I started in 1964, there were only six pediatricians in Allentown,” he says. “We would finish office hours at 9 or 10 p.m. and then start house calls. Sometimes I would get home at 3 a.m., sleep for a couple of hours and then begin again.”

His dedication has touched thousands of children, like one young girl who was hospitalized for many months in the 1960s after a car accident. “She was allowed to go

home on weekends, but her parents didn’t think they could care for her,” he says. “So I took her home with me. My kids loved her.”

Fugazzotto has 11 children of his own, ranging in age from 25 to 50—and as his own children have grown and changed, so has the practice of pediatrics. Beyond improved treatment and expanded specialties, pediatricians now care for children raised on television and the Internet, and work with dual-income parents who are always on the go.

Children today are much busier and more aware of the world, but also have more and

different emotional problems. “I always try to talk to them and make some sense, no matter what their age. They’re more verbal today, but I give it right back to them. I really love that interaction with children,” he says.

“Having 11 kids has tempered me about how to treat them and be patient,” he says. “No matter how difficult they can be, I tell parents: ‘Stick with it. Give them as much love and care as you can, and someday the light inside them will go on.’”

Gary Kimball



He raised them all—Having 11 children, (10 are shown here at son Jacob’s wedding), has given Pasquale Fugazzotto, M.D., a great wisdom to pass on to parents. His first child was born when he was 23 and his last when he was 49, so he knows about being a young and an older parent. His advice for older parents: “You may be used to free time and an orderly home, but get ready for change. You’ll be staying home, and if you don’t store your precious decorations away or on a high shelf, they won’t survive the toddler years.”

Want to learn more about being an older parent from Pasquale Fugazzotto, M.D.?

Look for the July/August issue of *Healthy You* magazine. Call 610-402-CARE to reserve your copy.

Action Behind the Words

MICU/SICU colleagues show what words like empathy and compassion mean while caring for a local family

They're inside PRIDE, and they're always on our mind. We hear words like respect, dignity and empathy constantly, and we're assessed on them in our annual performance evaluations. But what do these "E" behaviors look and sound like? Colleagues on the medical-surgical intensive care unit (MICU/SICU) know. Their care during James Redclift's final months impressed the family so much, they wrote to *The Morning Call* in appreciation. We're posting the letter here on our "bulletin board," along with comments from colleagues, so everyone can see these great behaviors in action.



Bernadette Mullins, receptionist, Center for Critical Care waiting room

"I'm not a counselor," Mullins says, "but I understand the power of listening." So, when Kay Redclift visited her husband, Mullins lent her ear. "Sometimes we'd talk about James," Mullins says. "Other times it was too painful. I'd let Kay lead the conversation, and if she needed to, we'd discuss something else—like skeet shooting," a passion shared by one of Redclift's children and Mullins' brother. When James died, Mullins sent the family a sympathy card.

Susan Unruh, R.N., night-shift nurse

Kay could leave James' side overnight knowing nurses like Unruh could link directly with a specially educated intensive care physician if problems occurred. "When James' blood pressure would drop suddenly, we'd talk with a tele-intensivist, and work together to correct it immediately," she says. Unruh also kept in constant contact with Kay by phone, and when Kay would stay overnight, she too received updates from the tele-intensivist, there 24-7.



Care, comfort as husband's health declined

This letter is a thank-you to fine staff at Lehigh Valley Hospital. On Dec. 15 my husband, James Redclift, passed away. During his stay in the ICU, everyone from Bernadette to the cleaning staff, all point to know all of the family name, to the cleaning staff, all treated our family with respect and friendliness. Jim's doctors and nursing staff were professional, caring, competent and compassionate. Never were we made to wait, though they did not have time with us.

Nurses were constantly with him. He was always spoken to by name, and they always told us they were doing. Jim was looking, shaven, his hair cut, his bed neat. Everything was done to keep him comfortable. His health declined, his doctors with me, our children and spouses to help prepare for what was going to happen. We were alone. Joan, his caseworker, was out to see how we were doing. The cleaning staff, and orderlies, Alberto and I had time to talk with us.

We did not see all the doctors and nurses, however I knew them by name. Dr. Moore, Dr. Sinclair, Dr. Barraco, Dr. Sandhu, Dr. Baddley, Dr. Goodreau and I spoke with us when Jim died.

Our deepest appreciation. As hard as dealing with the loss was, they eased the burden a great deal.

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Lucy Cascioli, R.N., day-shift nurse

Hospitalized after suffering a ruptured abdominal aortic aneurysm, James spent nearly two months on a ventilator. But there were times of hope, and Cascioli guided Kay and her family through the ups and downs. "We were all encouraged when he went off the ventilator for two days," Cascioli says. But he soon developed several medical complications, and Cascioli, James Goodreau, M.D., and the Redclifts sat down to discuss withdrawing care. "Because we talked to the family every day, we knew when they were ready for that conversation."



Joan Schultes, R.N., case manager

No matter how busy her day, Schultes always checked on the Redclifts. "They hung their grandchildren's artwork and photos in the room. Each one told a different story," she says. Schultes encouraged the family to continue to live those stories, to live as normally as possible. She encouraged Kay to treat herself and her granddaughters to Allentown Symphony Hall for a holiday showing of "The Nutcracker Suite," a trip planned before James' hospitalization.



James Goodreau, M.D., vascular surgeon

Throughout James' care, Goodreau explained everything to the Redclifts—including the exact cause of James' condition (it's genetic) and how preventative steps (ultrasounds every five years after age 50 and rigid blood pressure control) could help other family members in the future. When even the best care and treatments could no longer help, Goodreau sat with the family at the bedside. "They shared a great love for one another," he says, "and I assured them they did everything they could for James."

The Rest of the Story—There was more to Kay Redclift's letter than what appeared in *The Morning Call*. She shared the full text, which thanked each of her husband's nurses. "Our daughter-in-law is a nurse, and we know how demanding that job is," she wrote.

Your Great Care Is Recognized—In our performance evaluations, we're rated on our PRIDE (privacy, respect, involvement, dignity and empathy) behaviors and the three steps of service. (Read more about them on page 10.) Those steps comfort patients and their families. Want proof? Over the past seven months, more than 2,300 patients have praised a caregiver by name on a Press Ganey survey.

Want to learn the best way to work with your manager to create job performance goals?
Call 610-402-CARE.

Kyle Hardner

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Kay S. Redclift
Whitehall Township
alternatives

Where did you come from?

When Carl and Robin Andreas had trouble conceiving a child, they sought help from Wendy Schillings, M.D., reproductive endocrinologist and fertility specialist. Carl is coordinator of invasive cardiology and Robin is coordinator of the electrophysiology lab, both at LVH–Muhlenberg. Here is their story, penned for their son, Carl Allen Andreas III.

In the beginning, *Spring 2000*

We had been trying to conceive you for a year, with no luck. My doctor told me I might have trouble because I have polycystic ovarian syndrome, which causes problems with ovulation. Dr. Wendy Schillings tested both of us, and started me on fertility drugs. —*Mom*

We've had so many ups and downs. We tried three intrauterine inseminations. Each was a disappointment, but we stayed positive and supported each other. —*Dad*

One last shot

We decided to try in vitro fertilization. Dr. Katy WorriLOW, scientific director, showed us the “clean room” at LVH–Muhlenberg. It filters bad particles from the air so embryos can thrive. The only other lab this sophisticated is in South Carolina. The embryologists are so important, too—Dr. WorriLOW says Huey Huynh has “hands of gold,” and Jaime Bower is outstanding and treats the embryos with reverence. —*Dad*

Dr. Schillings gave me medication to induce a premenopausal state (it controls ovulation). Dad and I lived through my hot flashes and mood swings by staying focused on the outcome—you! Then I took more medication to produce eggs—they extracted 28 and fertilized 19. Dr. WorriLOW and Huey called every day with updates and told us to stay positive. —*Mom*



They were able to grow embryos for five days because of the extraordinary filtration system. Six embryos thrived, and Dr. Schillings implanted two in Mom's uterus. We froze the others so you can have a little brother or sister someday. —*Dad*



(L to R) Stephanie Faenza, R.N.; Mimi Escobales, medical assistant; Millie Krause, L.P.N.; Wendy Schillings, M.D.

On your way

Two weeks later we were asleep on the couch when the phone rang. Dr. Schillings and everyone from the office yelled, “Congratulations! You're pregnant!” We were so happy we cried. —*Mom*

My colleagues were really great. My supervisors were flexible with scheduling and supportive of my medical leave for tests and treatments. My colleagues worked extra shifts and rearranged their tasks so I could work in another room to protect you from radiation. —*Mom*



My supervisor, Diane Conley (left), kept my schedule flexible, too. Michelle Bernier, a nurse in LVH-Muhlenberg's cath lab, took classes with us so she could help in the delivery room. She even went to class while we were on vacation so we wouldn't miss anything. What a great friend. —*Dad*

A bundle arrives!

Sept. 27, 2004 – you're here! Carl Allen Andreas III, 6 pounds, 10 ounces, 19.5 inches.

Dr. Worrilow came to the hospital with her two boys to see you. Later we took you to see Huey and Jaime in the IVF lab. Huey inspected you from head to toe and pronounced you perfect. —*Dad*

We never realized how much we could love something until we had you. We wanted you so much, we were willing to do almost anything. And you are worth all of it. —*Mom*

Erin Alderfer



(L to R) Embryologists Huey Huynh and Jamie Bower; Katy Worrilow, M.D.; baby Carl.

Is it time to call a fertility specialist? Learn more in the May/June *Healthy You* and by calling 610-402-CARE for a reproductive endocrinology and infertility program brochure. (Choice Plus covers a portion of fertility treatments.)

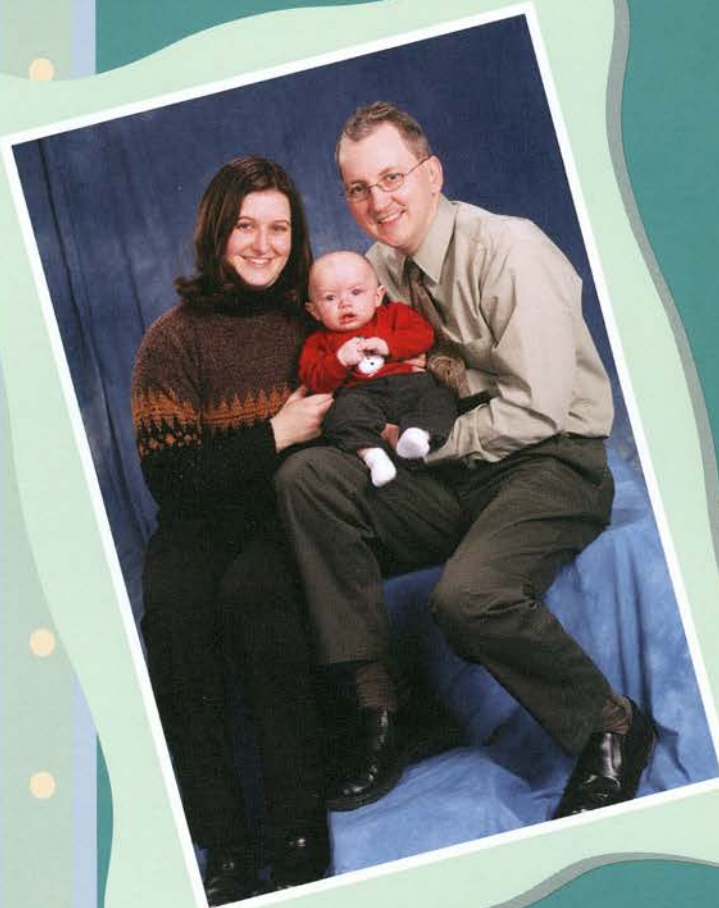
Career or Family?

Many women put off having children while they establish a career, then find it's too late. "Most women can't wait until their 40s to start a family, because the number and health of eggs declines with age," says Al Peters, D.O., fertility specialist.

At LVHHN, you don't have to choose, says Al Malagiere, director of compensation and benefits. "We support you in finding the right balance between work and family," he says. "Our generous PTO policy, full coverage for health care, flexible scheduling, on-site children's center and family leave are ways we help. Consider benefits that aren't in the book, too, like the flexibility of your supervisor and colleagues."

Ready for that baby, now? "Reducing stress helps with fertility," Peters says. So take advantage of mindfulness classes and massage therapy reimbursed by your Culture of Wellness benefit.

Want to know more about planning a career and baby? Get a copy of the *Healthy You* story, "Career or Baby: Which Comes First?" and learn more about LVHHN's family benefits by calling 610-402-CARE or visiting the intranet.



The Perfect Family—Robin and Carl Andreas with Carl Allen Andreas III

Heart A Makeover

Diane Chernaskey knew how to care for her hair, skin and family, but she didn't give attention to her heart...until she collapsed

Diane Chernaskey is an all-American mom. When she's not volunteering at the Youth Association in Hellertown, she's cheering on her three children at sporting events. Their friends call her "Mama C" because of the advice and homemade dinners she gives them.

But like most women, Chernaskey, a customer service representative for 402-CARE, ignored signs that something was wrong with her heart. She attributed her exhaustion, irritability, upper back pain and sudden irregular heartbeats to the stress of caring for her family. She didn't consider her family history of heart disease ("I exercised and ate well") and didn't know back pain could indicate a problem. Then in July 2003, she collapsed.

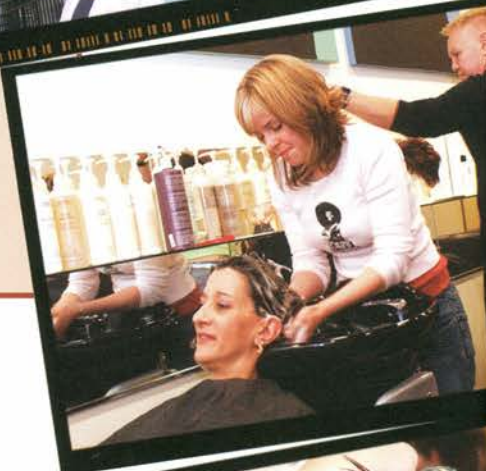
She had tachycardia, a very fast heartbeat, so fast it beat 183 times a minute (a normal heartbeat is about 70). Chernaskey's doctor gave her medication, solving the problem until she had another episode a year later. Doctors then discovered a muscle had grown around a portion of her heart, causing it to work overtime and short circuit. She had an ablation, in which specialized computers and catheters find the problem's source and send energy there to remove the "short circuit."

Chernaskey was lucky; many other women who ignore their symptoms are not. "Women spend more time taking care of their families than themselves," says Anne Marie Crown, director of Women's HeartAdvantage. "They don't realize heart disease is their number one health risk, not breast cancer, and more women than men die of heart disease."

LVHHN hopes to change that through Women's HeartAdvantage, a program to educate women and primary care physicians, gynecologists and inpatient caregivers about women's risks and symptoms. "Women need to recognize if they don't feel normal, something may be wrong," Chernaskey says. "They need to talk to their doctors and ask questions."

Today, Chernaskey feels like a new woman, inside and outside. "I'm happier, and my skin has turned from gray to glowing," she says. She still mothers her busy family and their friends, but she's learned to take time for herself, too. "I consider every moment precious."

Sally Gilotti



Taking Care of Their Hair and Heart

—Diane Chernaskey wanted to celebrate the new "Healthy Diane," so she and friends in marketing and public affairs got a makeover at American Hairlines in Bethlehem. Tina Ruhf (top center), R.N., 402-CARE nurse, and Kathryn Armstrong (top right), senior producer of Web communications, have learned from Chernaskey to make their own heart health a priority. Chernaskey even recruited them for "yogalatte" and a Shape Up Challenge she helped organize for colleagues. (Armstrong will participate after her new daughter arrives.)



Know Your Score

You know your shoe size and dress size, but do you know your score (your risk for heart disease)? Find out by taking a confidential cardiac risk assessment. An online questionnaire helps identify your risk and areas where you can make improvements. Call 610-402-CARE or visit the Choice_Plus bulletin board. Also get a personal risk assessment with a health care coach through VIP for Life® (\$65 through Culture of Wellness). VIP for Life also offers prevention programs for heart, stroke and peripheral vascular disease. Call 610-402-CARE for a list of programs.

Know Your Symptoms

Men typically have pain in their chest and down their left arm, but "if you have symptoms other than typical chest pain, take them seriously," cardiologist Deb Sundlof, D.O., says. Take an aspirin and call 911 immediately.

- Pain radiating to the jaw, throat or arm
- Nausea
- Vomiting
- Sweating
- Indigestion
- Dizziness
- Fatigue
- Discomfort under the breastbone (often described as a pressure)
- Pain in the upper back or tightness in the upper chest
- Shortness of breath (with or before chest discomfort)

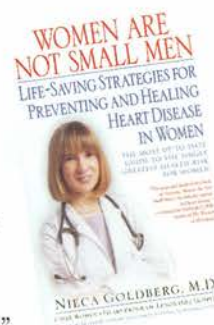
5 Questions to Ask Your Doctor

Studies show 85 percent of women are at risk for heart disease. Yet only 30 percent have been diagnosed or recognize their risk. Change that by being your own advocate.

1. What are my risk factors for heart disease?
2. What can I do to lower my risk?
3. What are the warning signs of a heart attack?
4. If I experience symptoms of a heart attack, what should I do?
5. What is the latest on low-dose aspirin for heart attack prevention and treatment?

Learn and Win

Did you know a life without exercise doubles your chance of heart disease? Learn more by calling 610-402-CARE or visiting the intranet. The first 10 women to call will win Dr. Nieca Goldberg's book, "Women Are Not Small Men."



Mark Your Calendar

Learn more about your heart health through Women's HeartAdvantage on April 19. Bring your partner, adult children and close friends—people you would turn to if you were worried about your heart. The more everyone knows, the better for all women. Call 610-402-CARE for information.

They Know Their Numbers



Tina Ruhf, R.N.
Shoe size: 8
Dress size: 10
Cholesterol: 144



Kathryn Armstrong
Shoe size: 9
Dress size: 6 (before pregnancy)
Cholesterol: 160

Track Your Numbers

Fill in your numbers, and update them each year. It's part of learning your score, your risk for heart disease. What if you don't know your numbers? Ask your doctor for a lipid profile.

Date _____ Height _____

Weight _____ Blood pressure _____

Cholesterol (total and HDL – good cholesterol) _____

Family history of heart disease (parents and siblings) _____

You are Here



We're all ambassadors

You don't have to wear a blue blazer or hang out with foreign diplomats to be an LVHHN ambassador. You just have to share the excitement of the new LVH-Muhlenberg. As ambassadors, you can help patients and visitors feel welcome in the new seven-story hospital.

Recently, about 60 LVH-Muhlenberg colleagues learned what it means to be an ambassador. Then, they trained their colleagues about how to make every visitor feel welcome. "Although you may not work in the new hospital, you too are an ambassador," says organizational development consultant Jack Dunleavy. Share the news of our expanded services and patient-friendly features, like private rooms and in-room medication storage.

X Know your way around

Locate the care centers, units, cafeteria, elevators, restrooms, pharmacy, information desks and patient rooms. (Wayfinding tip: If a patient's room number begins with four, it's on the fourth floor.) Know how to direct visitors from the parking lot into the Big Blue H. For a map, call 610-402-CARE.

X Be aggressively friendly

It only takes seven seconds to make a first impression. According to Dunleavy, patients overwhelmingly say courtesy and kindness are most important. So remember to practice the three steps of service:

1. Smile and make eye contact
2. Say hello and introduce yourself. Ask, "How can I help you?"
3. Inquire, "Is there anything else I can do for you?"

X Never say, "I don't know."

Find the answer by calling 484-884-LVHM (5846) or 610-402-CARE.

X Speak the language

So patients and visitors don't get confused, use these terms when referring to these areas of the hospital (as noted on directional signs):

- **Center for Critical Care** (intensive care unit)
- **Pediatric Specialty Center** (The Children's Hospital of Philadelphia Specialty Care Center)
- **Diagnostic Care Center** (neurodiagnostics, heart station, pulmonary function testing lab, pre-admission testing, radiology)
- **The Regional Heart Center: surgical vascular unit** (open heart unit)
- **The Regional Heart Center: medical** (acute coronary care unit and cardiovascular care unit)
- **Hospital entrance** (through the Big Blue H)
- **South entrance** (the visitor entrance at the south tower)

X Use staff entrances

To create an ideal patient and visitor experience, we want to reserve the main hospital entrance (the Big Blue H) for them. Colleagues should use the east entrance near the cafe or the northeast corner entrance.

Sally Gilotti

Need maps and fact guides to help you be a great ambassador? Call 610-402-CARE.

Meet some of your fellow ambassadors. Front row, from left: Cindy Williams, administration secretary, LVH-Muhlenberg rehab services; Kathleen Powers, patient transporter; Jennifer Pope and Patricia Zocco, Heart Station clinical services coordinators; Diane Kimsey, R.N., LVH-Muhlenberg operating room and PACU supervisor; and Jessica Pietri, patient transporter. Back row, from left: Russell Sutton, R.N., LVH-Muhlenberg operating room; Justin Rau, patient transporter; and Lara Jordan, director of LVH-Muhlenberg perioperative services.

SERVICE STAR of the MONTH

Janet Shearn, R.N., wasn't supposed to begin her shift until 7 a.m. But when she learned a patient she cared for the previous day took a turn for the worse, she volunteered to begin her duty a half-hour early, just to be there for this patient and her family.

Shearn explained the patient's condition to the family, who requested that caregivers not resuscitate her—they felt she was going through too much pain and suffering, says Tami Lee, R.N., 4C director.

Within hours, the patient went to radiology for testing and began to code. Shearn sprinted to radiology to ensure clinicians honored the family's request. When the patient passed, Shearn was by her side.

But Shearn's involvement didn't end there—she then created a special moment for the family by reserving a room on 4C where they could say a private and intimate goodbye. "Janet sat with family members, and provided them comfort, support and care in their time of loss," says Lee. "We learn in nursing school to be a patient and family advocate. Janet did this and more."

Joe Candio Jr.

Janet Shearn, R.N.

SERVICE STAR

Congratulations to Award Nominees

Sarah Kemp, R.N., 6B renal, LVH—Cedar Crest

Nominated by Lureene Lint, R.N., TSU, LVH—17th and Chew

Kathleen Pruznick, R.N., 3 South, LVH—Muhlenberg

Nominated by Michelle Bristol, technical partner, 3 South, LVH—Muhlenberg

Invasive cardiology, LVH—Cedar Crest

Nominated by Karen Steixner, RICP, invasive cardiology

To nominate a star, go to e-mail's bulletin board at **Forms_rewards**.

Right click to "use form."



Solution



Idea



Reward

Sean Griech created a double-sided evaluation form with check boxes to save time and money.

WORKING WONDERS

Problem? *Check*. Alternative? *Check*. Solution? *Check*. Idea submitted? *Check*. Working Wonders? *Check*.

Physical therapist Sean Griech went through a time-consuming and costly process to evaluate a patient's condition. "I filled out a three-page evaluation sheet and then dictated my notes onto a microcassette recorder, only to discard the evaluation sheet," says Griech. "The dictations were sent to an outside company to be transcribed into a formal document, which cost \$20 an hour."

Griech's solution—create a double-sided evaluation form with check boxes. This eliminated the need for the three-page evaluation, note dictation and outside transcription. This not only saved \$4,192, but improved turnaround time and allowed more patient-care time.

Joe Candio Jr.

How It Adds Up

IDEA	Eliminate transcription and create a checklist to record information
BY	Sean Griech, physical therapist
ESTIMATED ANNUAL SAVINGS	\$4,192
AWARD AMOUNT	\$419

Submit an idea via e-mail's bulletin board at **Forms_LVH** or by clicking "Working Wonders submission form" on the intranet (www.lvh.com).

What's Happening at LVHHN



It's in the Mail—Beginning July 1, all paychecks will be mailed directly to your home, so the best way to ensure your paycheck is in your bank account by Friday is direct deposit. Why switch? Benefits include: having your money in the bank on Friday even if you're away, more confidentiality and less risk for identity theft.

Want to learn more? Area bank representatives will host information sessions in the lobby outside the cafeterias at all three campuses:

LVH-17th and Chew—**Tue., April 5** (*Wachoiva*) and **Thu., April 21** (*People First*) • 7:30 – 8:30 a.m. • 11:30 a.m. – 1 p.m. • 3:30 – 4:30 p.m.

LVH-Muhlenberg—**Wed., April 6** (*Wachoiva*) and **Tue., April 19** (*People First*) • 7:30 – 8:30 a.m. • 11:30 a.m. – 1 p.m. • 3:30 – 4:30 p.m.

LVH-Cedar Crest—**Thu., April 7** (*Wachoiva*) and **Wed., April 20** (*People First*) • 7:30 – 8:30 a.m. • 11:30 a.m. – 1 p.m. • 3:30 – 4:30 p.m.

For details, contact 610-402-CARE.

**April 1,
4 & 7**

Weight Watchers at Work

\$89 reimbursable through Culture of Wellness

1249 S. Cedar Crest Blvd • Fridays, starts April 1; 12:15 – 1 p.m. – Lower Level Conf. Rm.

LVH-Cedar Crest • Mondays, starts April 4; 7 – 7:45 p.m. – Auditorium

LVH-Muhlenberg • Thursdays, starts April 7; 4:30 – 5:15 p.m. – 3rd Floor Conf. Rm. For details, contact 610-402-CARE.

April 4

Healthy Water

Free

2 – 4 p.m. LVH-17th and Chew, Center for Healthy Aging
Discover how you can help keep our water clean—for the safety of our environment and health. For details, contact 610-402-CARE.

Mon., April 4

**April 4
& 6**

Meditation

6 classes, \$42 reimbursable through Culture of Wellness

Relaxation doesn't come easy, but this beginners' class helps. For details, contact 610-402-CARE

Mon., April 4 or Wed., April 6

Healthy You Center

**April 4
& 6**

First Strides

Mon., April 4; 6 p.m. • Hanover Township Community Center

Thu., April 6; 6 p.m. • Sand Island, Bethlehem

This 12-week workshop helps women begin a walking or running program and participate in a 5K women's event. For details, contact 610-402-CARE.

April 5

Healthy Bones

Free

6 – 7 p.m.

LVH-17th and Chew, Center for Healthy Aging

Nutrition, exercise and lifestyle tips for those who've had fractures, are at risk for bone loss or have osteoporosis. For details, contact 610-402-CARE.

Tue., April 5

**April 6
& 14**

ABC's of Child Care Resources

Free

LVH-Cedar Crest • April 6; 8 a.m.; Auditorium

LVH-17th and Chew • April 14; 6 p.m.; Center for Healthy Aging

Searching for quality child care? Learn what questions to ask, steps to take and resources that can help. For details, contact 610-402-CARE.

April 6

Advances in Dental Care

Free

7 – 8 p.m.

LVH-Cedar Crest, Classroom 1

Learn the latest on dental implants and other current treatments.

For details, contact 610-402-CARE.

Wed., April 6

April 7

Body Wedge 21™

6 classes every Thursday, \$42 reimbursable through Culture of Wellness

6 – 6:45 p.m.

Healthy You Center

An innovative Body Wedge helps you hit fat-storage areas and muscle groups. For details, contact 610-402-CARE.

Thu., April 7

April 7

Spring Into Health

Free

8:30 – 10 a.m.

Hanover Twp. Community Center

Try a new activity each week and get tips to enhance your body, mind and spirit. For details, contact 610-402-CARE.

Thu., April 7

April 7

Healthy Circulation

Free

6 – 8 p.m.

LVH–Cedar Crest, Classroom 1

Learn about vascular diseases—risk factors, prevention, diagnosis and treatment. For details, contact 610-402-CARE.

Thu., April 7

April 7

Nutrition Fair

Free

10 a.m. – 1:30 p.m.

LVH–Cedar Crest, Morgan Cancer Center

Learn about nutrition for cancer prevention and high-calorie/high-protein foods and shakes that help maintain weight. Cooking demo and samples will be available. For details, contact 610-402-CARE.

Thu., April 7

April 12

No More Tossing and Turning

Free

9:30 – 10:30 a.m.

LVH–17th and Chew, Center For Healthy Aging

Sleep patterns change with age. Learn strategies for a better night's sleep. For details, contact 610-402-CARE.

Tue., April 12

April 13

Mindfulness-Based Stress Reduction Treatment Group

9 sessions, \$450 reimbursable through Culture of Wellness

7 – 9 p.m.

Health Center at Bethlehem Township

Use deep relaxation techniques to relieve anxiety, depression and chronic pain. For details, contact 610-402-CARE.

Wed., April 13

April 19

Women's HeartAdvantage

Free

Many women don't know heart disease is their biggest health risk. Learn about your cardiac health—prevention, detection and treatment. For details, contact 610-402-CARE. See pages 8 & 9 to learn about one woman's heart makeover.

Tue., April 19

LVH–Cedar Crest

April 25

Yoga

\$60 reimbursable through Culture of Wellness

6 – 7:15 p.m.

Mon., April 25

Healthy You Center

Focuses on a series of postures and emphasizes breathing. For details, contact 610-402-CARE.

April 26

Medical Massage—How It Helps

Free

7 – 8 p.m.

LVH–Muhlenberg; Youthful You Center

Therapeutic massage can relieve pain, reduce stress and improve health. For details, contact 610-402-CARE.

Tue., April 26

April 30

A New Way to Donate

7:30 a.m. – 1 p.m.

Sat., April 30

Jason Flanagan, security, is proud to give blood—he knows it saves lives. Now, donating is more convenient than ever. Miller-Keystone Blood Center's new "Half-Pint" mobile station is visiting LVH–Cedar Crest each month outside the Anderson wing.



Meet LVHHN's New PHYSICIANS



Sashidhar Bollini, M.D.

DEPARTMENT

Medicine

DIVISION

General Internal Medicine

PRACTICE

Solo Practice

EDUCATION

Universidad Technologica de Santiago

RESIDENCY

Easton Hospital



Susan L. Krieg, M.D.

DEPARTMENT

Emergency Medicine

DIVISION

Emergency Medicine

PRACTICE

LVPG-Emergency Medicine

EDUCATION

Lafayette College

University of Pittsburgh

RESIDENCY

Hennepin County Medical Center



Jeffrey S. Mathieu, M.D.

DEPARTMENT

Family Medicine

PRACTICE

Lehigh Valley Family Health Center

EDUCATION

Tufts University

University of Connecticut

RESIDENCY

Lehigh Valley Hospital

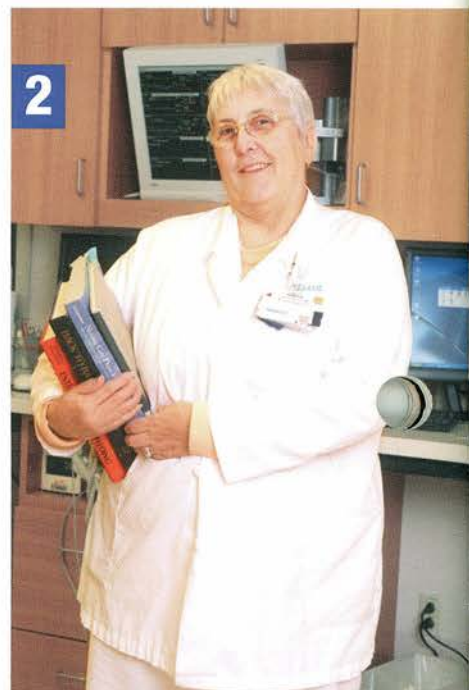
1 Supporting Lite the Night

Colleagues raised \$13,000 for last October's Leukemia and Lymphoma Society Lite the Night Walk, making LVHHN the region's third-highest corporate fund-raiser. Sue Gardner, C.R.N.P. (standing, center) and her Hematology-Oncology Associates colleagues hope to raise more for this year's event, set for Oct. 22 at Rodale Park, Trexlertown. Shown with Gardner are (seated, l-r) Nancy Hiestler, medical technologist; Susan Young, reimbursement specialist; Janet Nelson, administrative assistant, and (standing, from left) Stephanie Thomas, medical assistant; and Toulia Machlis, clerical specialist.



2 Helping Tsunami Victims

After seeing news reports, many nursing colleagues inquired about how the Professional Nurse Council (PNC) could help those in need. In response, PNC raised \$2,200 to support victims through the American Red Cross. Gloria Hamm, R.N., night supervisor at LVH-Cedar Crest, is the new chair of the PNC Outreach Committee (a position she held for three years in the mid-1990s) and hopes to collect used medical textbooks for schools in Thailand.



3 Discussing the Issues

In preparation for the April 5 special 16th District Pa. Senatorial election, LVHHN Government Relations and the Professional Nurse Council hosted a forum with Pa. Reps. Pat Browne and Jennifer Mann at LVH-Cedar Crest. The lawmakers shared views on health care access for the uninsured, medical malpractice reform, the national nursing shortage and future of Medicare. The candidates are vying for the seat vacated by U.S. Rep. Charles Dent.



4 Dozens of Smiles

That's the reward dental clinic colleagues like dental assistant Shannon Burkhardt received from patients like Camila Silva of Easton during February's second annual Give Kids a Smile Day. More than 50 children (ages 5-12) with potential dental problems received free oral care at the dental clinics of LVH-Muhlenberg and LVH-17th and Chew.

5 Awards at our Door

Verispan, a leading health care information company, ranks LVHHN in the top 10 (our highest ever) on the 2005 IHN 100, an annual assessment of hospitals' ability to integrate technology into patient care. Our technology includes tele-medicine, used by nurses like Deb Schantz, L.P.N., to give home care patients peace of mind. People with chronic conditions record their vitals via a clock radio-sized device and transmit them to the home care office. Technology like this, tele-intensivists, computerized X-rays and more make ours a "Digital Hospital."

6 Donating a lifeline

That's what clinical prevention coordinator Suzanne Smith (and Barb Davis, R.N., LVH-17th and Chew emergency department) are providing victims of domestic violence. They've organized a collection of used cell phones, which they program to directly dial 911 and donate to Turning Point of Lehigh Valley, Inc., a local resource providing shelter, counseling and support. To donate a cell phone, call 610-402-CARE.



You've Earned It

Having the best hospital to work for in Pennsylvania doesn't happen overnight. It comes thanks to the teamwork and dedication shown by colleagues every day. And now that LVHHN is officially ranked No. 2 on the Best Places to Work in Pa. survey (and ranked as the No. 1 hospital), it's time to receive a reward.

When you arrive at work this month, be on the lookout for chief operating officer Lou Liebhaber and other senior managers, who will be handing out a special gift to commemorate our achievement. It's one-part key chain and one-part pen, and acknowledges "you're the key to our success." *Watch e-mail for more details.*





Celebrating 30 years!

Marianne Imbody, R.N.

LVH-Muhlenberg Emergency Department

Most Memorable Moment Here

I cherish the time spent with colleagues, both here and outside the hospital. I remember a talent show where three emergency department nurses entered as the Pointer Sisters. We helped them rehearse, and although they didn't win, we all had a blast.

My Inspiration at LVHNN

I'm going on 72 and my inspiration to keep working comes from my nurse manager, Charlotte Buckenmyer, R.N., and colleagues who always share words of encouragement and kindness.

Best Virtue

Being a caring patient advocate and friend to my colleagues

Favorite Pastime

Swimming, aerobics, stained glass projects and spending time with my grandchildren

Favorite Cafeteria Food

Chicken fingers and the salad bar

40 YEARS

Richard Lerch
Info Svcs
Financial/Admin Sys

30 YEARS

Mary Boyle
CardioVascular Unit-2S
Marianne Imbody
Emergency Department
Dorothy Lauchner
Supply Distribution Services
Robyn Long
Labor & Delivery

25 YEARS

Diann Brey
Info Services Administration
Doris Gillette
4A Medical Surgical Unit
Cynthia Hertzog
AMB Surg Unit - Staging
Patrick Kincaid
Spectrum Administrators
Nancy Marsh
CardioVascular Unit-2S
Peter Martucci
Plant Engineering
Margaret Meckley
Float Pool
Robert Newhouser
7A - Neuroscience Unit
David Rice
Advanced Clinical Technologies
Daniele Shollenberger
Neurological Surgery
Deborah Swavely
Circulatory Center

Kathleen Tomel
Benefits Verification
Barbara Verba
Nursing Float Pool
Mary Wirth
Radiology Admin
Joni Wright
Patient Care Services-3S
Mary Yackabonis
Pain Management

20 YEARS

Edward Alex
Patient Accounting
Loretta Farley
Obstetrics
Joseph Felix
Lehigh Valley PHO
Kevin Gross
Radiology - Diagnostic
17th & Chew
Tania Kincaid
GICU
Judith McDonald
Radiation Oncology
Thomas Rothrock
MedEvac
Geraldine Schreiber
ICO Staging & Recovery
Joan Sweeney
Marketing/Public Affairs

15 YEARS

Viviana Halal
OB/GYN Associates
Susan Herman
Hemodialysis Center
Mark Hoffman
LAB - HLA

Suzanne Lorah
Materials MGMT - Info Technology
Sherie Mohn
Ultrasound
Carole Owens
ICCU/CCU
Dawn Schappell
Sleep Disorders
Donald Shambo
MedEvac
Diane Steltz
Post Anesthesia Care Unit
James Walck
Security
Wendy Weaver
Neonatal ICU
Dawn Yenser
PGME - Emergency Medicine
Sharon Zellner
Patient Accounting

10 YEARS

S. Elizabeth Abrams
LVAS - Fairgrounds
Janet Whitehill
Ellsweig & Liu MD

5 YEARS

Nancy Alekna
LVPBS-Muhlenberg Primary Care
Cheryl Andrews
Center for Women's Medicine
Rebecca Bartholomew
Pediatric Unit
Robert Bell
7A - Neuroscience Unit

Susan Bernhard
402-CARE
Melissa Borrero
Info Svcs Customer Service
Cynthia Buervenich
LVPG Billing
Tara Ferry
402-CARE
Lorianne Gillander
Radiation Oncology
Kay Hallman
Trexlerstown Medical Center
Shawn Hawkins
Cancer Financial Services
Adelaide Higgins
Home Care - Physical Therapy
Lewis Hughes
CT Scanning
William Kramer
Partial Hosp Adult Psych
Kathleen Kuzmics
Operating Room
Janine Lynn
Emergency Services - 17th
Tina Miller
Operating Room
Mark Morrissey
LVHS - Finance
Jodi Robert
LVPBS - G & A
Alyce Ruane
Operating Room
Kathryn Scott
Case Management
Maureen Shaughnessy
Endoscopy - G.I. Lab
William Stern
Health Studies
Christina Wignovich
Pediatric Unit

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